

School Bus Program Emergency Management

Operational Guidelines
January 2015



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2015

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Authorised by the Department of Education and Training
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This document is also available on the internet at
www.education.vic.gov.au/studenttransport

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1 Introduction

This document details the operational practice of the Department of Education and Training (DET) and Public Transport Victoria (PTV) in relation to the emergency management procedures for the School Bus Program (SBP). This document references State Government policy and DET's *School Bus Program Policy and Procedures*. It supersedes all previous student transport emergency management guidelines and is subject to ongoing review and revision, and it documents the roles and responsibilities for government agencies and schools.

General Points

These operational guidelines provide guidance for the School Bus Program (SBP) for forecast and rapid onset emergencies only.

These guidelines do not provide guidance for student transport provided through:

- the Students with Disabilities Transport Program (SDTP) which supports students attending specialist schools.
Emergency management guidance for transport services under this program can be found at <http://www.education.vic.gov.au/studenttransport>
- bus services chartered by schools for excursions and other activities
- bus services provided directly by schools where buses are owned, chartered or leased by the school.

These guidelines make the DET/PTV *Memorandum of Understanding for School Contract Bus Program Emergency Management Framework* (see Appendix C) operational.

Refer to the glossary in Appendix A of this document for explanation of acronyms and terminology.

Emergency Management Plans

Each school must have an Emergency Management Plan (EMP) that details the emergency procedures in the event of a breakdown, accident, bushfire or other emergency situation. All EMPs must be consistent with the plans of bus operators' services to the school.

Emergency procedures must be established in consultation with bus operators. If required, the Country Fire Authority (CFA), Victoria Police, VicRoads and other emergency services may also be involved in establishing and endorsing emergency procedures.

All schools serviced SBP services must ensure their EMP addresses transport issues such as local risk to transport routes, alternative drop-off points, the out-of-hours contact details of the coordinating principal or their delegate, and student bus rolls. The emergency contact details of the bus operator and driver must also be recorded in the EMP.

It is important that all groups involved in the administration of the SBP familiarise themselves with these procedures and follow them in the event of an emergency.

Schools need to ensure parents/guardians are aware of the school bus EMP and adhere to good safety practices while waiting at their child's bus stop.

DET Regional Director

The DET regional director is ultimately responsible for all emergency management decisions relating to schools within their region. The regional director has the authority to make school closure and bus route cancellation decisions based on their own discretion, advice from the emergency services, and local knowledge.

Forecast Emergency – Bushfires

Pre-emptive arrangements will come into force for some schools and bus routes when a trigger based on the Fire Danger Rating (FDR) level – Code Red is reached. The potential for school closures and school bus service cancellations as a result of a Code Red Day will be flagged up to three days in advance and confirmed eighteen hours before closure. The DET Bushfire At-Risk Register indicates schools that will automatically be closed on a Code Red Day. These are also referred to as mandatory pre-emptive closures.

No school bus services will operate to or from a school that has been closed as a result of a declared Code Red Day. Buses will also not operate in or near an area determined by the regional director as high risk.

The Emergency Management Coordinator (EMC) will take the lead on emergency management arrangements. Upon notification of a declared Code Red Day, the EMC will confirm school closures and bus route cancellations with the DET regional director and PTV.

Further details on the procedures for Forecast Emergencies can be found on page 3 of this guide.

Rapid Onset Emergency

In a rapid onset emergency the coordinating principal will initially take the leadership role and be supported by the EMC.

Bus services will be cancelled where a rapid onset emergency affects or has the potential to affect school bus services. No bus routes will be modified unless directed by emergency services in consultation with the regional director and the EMC, where required.

Further detail on the procedures around rapid onset emergencies can be found on page 5 of this guide.

General Points

- Safety of human life takes priority at all times when determining transport arrangements.
- In an emergency situation a DET region may determine the need to form an Incident Management Team (IMT). PTV will provide support and advice via suitable communication means (for example, telephone, video conferencing and email) to the DET regional IMT.
- The EMC will communicate with government schools in their region.
- The EMC will notify the regional Catholic Education Office (CEO) and Independent Schools Victoria (ISV) of any disruption to school bus services including cancellations as soon as possible. It is the responsibility of Catholic and independent school bodies to make alternative transport arrangements for their students if required.
- The EMC will communicate with the Student Transport Unit (STU) and Emergency Management Division (EMD) as soon as possible in relation to incidents that may affect specialist school and school bus services.
- DET's Security Services Unit (SSU) provides a 24 hour phone number to report all emergency situations (03 9589 6266). SSU will forward IRIS reports to relevant contacts within DET.

Further information in relation to bushfires can be found here:

www.education.vic.gov.au/bushfires

School bus cancellations and school closures can be found here:

<http://www.education.vic.gov.au/about/programs/health/pages/closures.aspx>

2 Forecast Emergencies

In forecast emergency situations the DET EMC will take a lead role in planning and preparedness on behalf of the region. EMC will collaborate with PTV's Senior Strategic Bus Officer to provide advice and recommendations to the regional director. The regional director is ultimately responsible for all emergency management decisions relating to schools within their region.

Regional offices will confirm a Code Red day and applicable school and bus route closures with schools. Schools must confirm school and bus route closures with their families.

Listed below are the roles and responsibilities of each group in the lead up to the day of a forecast emergency.

EMC (or delegate) will:

- convene an IMT to assist in the planning and preparation, and ensure the region is adequately resourced to respond to the event if required
- represent DET as a member of the Regional Emergency Management Team (REMT) and actively participate in REMT planning meetings as required
- receive notification from emergency services agencies or EMD of forecast weather events (for example, forecast Code Red Day or flood warning) that may lead to pre-emptive school closures and/or associated school bus cancellations
- seek advice from emergency services, REMT, EMD, PTV and coordinating principals on local conditions and the possible effect on school bus routes
- utilise all information sources to consider any discretionary cancellations of routes travelling through high risk areas
- consider whether collaboration with neighbouring regions or states is necessary where bus routes cross regional boundaries or state borders
- seek approval from the regional director for school closures and/or school bus service cancellations
- seek notification from PTV of any changes to public transport services specifically relating to the carriage of students
- email PTV's senior strategic bus officer to confirm cancellations of school bus services and school closures
- email emergency services (REMT) to confirm cancellations of school bus services and school closures
- email coordinating principals to confirm cancellations of school bus services and school closures
- email STU to confirm cancellations of school bus services and school closures
- email ISV and the CEO to confirm cancellations of government school transport arrangements (School Bus Program) and school closures
- receive notification from coordinating principals of actions taken along with client school notifications
- using the DET situation report template, confirm cancellations of all School Bus Program services and closures of schools or early childhood facilities via the DET situation report on the EMD eduGate portal.

PTV Senior Strategic Bus Officer (or delegate) will:

- provide support and advice via suitable communication means (for example, telephone, video conferencing and email) to the IMT at the DET regional office
- receive, discuss and confirm school bus cancellations with the EMC
- following advice received from DET, confirm school bus service cancellations with bus operators
- liaise with PTV's bus operations' managers to consider and recommend school bus service cancellations and discuss general public transport cancellations
- inform and update actions taken to PTV's Crisis and Emergency Response Officer (CERO) of the emergency situation affecting the school bus network
- notify the EMC of school related public transport cancellations.

PTV CERO will:

- inform Department of Economic Development, Jobs, Transport and Resources (DEDJTR) Emergency Risk and Resilience (ERR) State Emergency Management Team (SEMT) and update whole of Victorian Government reporting templates.

EMD will:

- provide regions/SSU/STU with updated warnings from the State Control Centre (SCC)
- receive notification of changes to all school transport arrangements from EMC via DET situation report distribution list 'DLSituationReport'
- update DET websites with changes to all school transport arrangements and school closures
- provide DET Media Unit with information on school closures and school bus service cancellations
- update DET closures page.

STU will:

- provide support/advice to IMT as required
- receive notification from EMC of the forecast event and pre-emptive school closures and cancellation of school bus services.

SSU will:

- distribute IRIS notifications to EMC, STU, EMD and regional directors of active warnings received from emergency services agencies.

Coordinating principals will:

- receive information of forecast school and facility closures from the regional director, DET Mail and/or IRIS alert
- provide any requested advice/assistance to EMC
- receive email confirmation of predicted cancellations of school bus services from EMC
- email client school principals to confirm cancellations of school bus services
- notify other relevant organisations or individuals who are allocated places on affected school bus services
- notify affected parents/guardians and students of the coordinating school of any cancellations
- notify bus drivers of expected and confirmed cancellations to school bus services
- notify EMC of actions taken.

Client school principals of government schools will:

- receive information of forecast school and facility closures from the regional director and/or DET Mail
- receive notification of school bus service cancellations from the coordinating principal
- notify affected parents/guardians and students of their school of any cancellations
- notify the coordinating principal of actions taken.

Client school principals of non-government schools will:

- receive information of forecast school and facility closures from regional CEO offices or ISV
- receive notification of school bus service cancellations from the coordinating principal
- notify affected parents/guardians and students of their school of any cancellations
- work with ISV or CEO to make alternative travel arrangements for students, if required
- notify the coordinating principal of actions taken.

3 Rapid Onset Emergencies

A rapid onset emergency may affect the safety of a school and/or bus service, and will require the coordinating and/or client principal to take immediate action. Where possible, direction should be sought from the EMC.

Explained below are the actions that should be taken during a rapid onset emergency that affects school bus services:

- when students are at school
- when students are en route
- the night before or before school starts.

3.1. When students are at school

During a rapid onset emergency the coordinating principal will take responsibility for decisions affecting the School Bus Program and transport operations while students are at school.

The coordinating principal should seek assistance from client schools and guidance from the EMC where possible.

All services on affected and potentially affected bus routes will be cancelled in full. Buses with students on board must not leave the school without the approval of the principal or his or her delegate.

All students on affected services will be held at the school until the all clear is given.

The school's EMP along with these guidelines should guide decision making.

Coordinating principals will:

- receive notification of a rapid onset emergency – this could be from a range of sources including emergency services, members of the public, bus drivers or regions
- call 000 for assistance if required
- enact own school's EMP
- seek further advice and information from emergency services, and the EMC and EMD if required, to determine bus route closures and the cancellation of services
- instruct all affected students to remain at the school until the all clear is given
- notify SSU of the emergency
- notify client school principals of bus service cancellations as necessary
- receive confirmation from client school principals that all parents/guardians have been informed of the situation
- notify other relevant organisations or individuals who are allocated places on affected bus services
- liaise with bus operators and drivers regarding school bus service cancellations and instruct drivers not to leave the school until the all clear is given
- notify the EMC of actions taken
- keep an accurate log of all communication in relation to the event
- notify parents/guardians of affected students at their school of the situation and if possible advise when and where it is safe for their child to be picked up.

Client school principals of government and non-government schools will:

- receive notification of emergency status – this could be from a range of sources including coordinating principal, DET Mail, emergency services, members of the public, bus drivers or regions (including ISV and CEO regions)
- call 000 for assistance if required
- contact and communicate with the coordinating principal
- enact own school's EMP
- instruct all affected students and buses to remain at the school until the all clear is given
- notify parents/guardians of affected students at their school of the situation and if possible advise when and where it is safe for their child to be picked up
- notify coordinating principal that parents/guardians of all affected students have been notified of service cancellations and other relevant information
- keep an accurate log of all communication in relation to the event
- feedback any relevant information to the coordinating principal.

EMC will:

- receive notification of emergency status – this could be from a range of sources including EMD, IRIS alert, DET Mail, coordinating principal, emergency service, members of the public or central office.
- convene the IMT if required
- liaise with the coordinating principal and update EMD, STU, PTV, SSU and appropriate bodies on status of the emergency
- seek information from PTV of any changes to public transport services specifically relating to the carriage of students
- confirm media messaging with the regional director
- inform DET Media Unit and EMD of service cancellations, future transport arrangements and place information on DET website
- keep an accurate log of all communication in relation to the event.

PTV Senior Strategic Bus Officer or delegate will:

- provide support and advice via suitable communication means (for example, telephone, video conferencing and email) to the DET IMT
- following advice from DET, confirm school bus service cancellations with bus operators
- receive notification from IMT of future transport arrangements for School Bus Program services
- keep an accurate log of all communication in relation to the event.
- inform DEDJTR ERR, SEMT and update whole of Victorian Government reporting templates.

EMD will:

- confer with regions at the onset of the emergency event
- communicate with EMC around decisions and provide and receive updates and situation reports
- in case of a prolonged rapid emergency, update DET websites with changes to school transport arrangements and, if necessary, liaise with DET Media Unit
- keep an accurate log of all communication in relation to the event.

STU will:

- receive notification of emergency and any relevant updates from EMC or EMD
- provide support and assistance to EMC and EMD as required
- keep an accurate log of all communication in relation to the event.

Responsibilities of bus operators and drivers

Bus operators and drivers should be aware that if an emergency occurs while students are at school, the principal will ensure all students on affected bus services will be held at their school until the all-clear is given.

In the event of an emergency, buses with students on board must not leave the school without the approval of the principal or his or her delegate.

Bus drivers should carry an appropriate communication device to contact emergency services, schools and bus operators in the event of an emergency. Bus operators and drivers should have emergency contact information prominently displayed on buses at all times.

Bus operators and drivers should make themselves aware of possible hazards on their routes and determine areas of temporary refuge (this information must be identified in the school's EMP).

Bus operators and/or bus drivers will:

- receive service cancellation instructions from the coordinating principal
- if required, receive contact from the coordinating principal, PTV or the STU to discuss the availability of other buses or services
- if required, instruct drivers to attend schools, liaise with principals to confirm location and arrival at destination and notify coordinating principal of arrival at destination
- if in doubt, request information from coordinating principal.

3.2. When students are en route

The bus driver assumes responsibility should an emergency situation arise while a bus service is en route to or from school. The bus driver is responsible for passenger safety and where practicable makes decisions with guidance from the coordinating principal.

The bus driver will:

- operate in a manner to ensure the safety of passengers at all times
- if necessary, call 000
- notify the coordinating principal of any emergency encountered en route and any anticipated delay
- receive instruction, where possible, from the emergency services and/or coordinating principal with regard to the bus service's destination (i.e. return to school or be directed to a safe area)
- not allow students to alight from the bus unless parents/guardians are waiting for them at a designated bus stop. If no one is waiting and it is practical and safe to do so, students will be taken back to school or to the nearest safe area. Safe areas are to be agreed to in advance by emergency services and the coordinating principal and identified in the school's EMP
- continue on the journey or if the road is blocked return to the school if safe and practical to do so or travel to an area deemed safe by emergency services. If emergency services are not at the scene and the driver is in doubt they should call 000 for assistance
- confirm arrival at destination with the coordinating principal as soon as possible
- notify the bus operator and/or PTV's senior strategic bus officer of the emergency incident
- as soon as possible after the event, record details of actions taken.

Coordinating principals will:

- contact emergency services to ascertain on status of any locally notified emergency. The coordinating principal should advise emergency services of the status and location of bus services and seek assistance if required
- if possible, contact the EMC to inform them of the situation and receive instruction
- consider actions to be taken in line with school's EMP
- confirm or provide the bus driver with the destination
- notify client school principals and any other facility with passengers on the affected service
- consult to ensure client school principals notify parents/guardians of all affected students of actions taken and other relevant information (such as when and where to collect their children)
- receive confirmation of bus's arrival at destination from driver
- notify the EMC of actions taken
- keep an accurate log of all communication in relation to the event.

EMC will:

- receive notification of situation from the coordinating principal
- notify PTV of cancellations or changes to services
- liaise with the coordinating principal to confirm actions to be taken and request confirmation when these have been completed
- notify DET Media Unit of cancellations or changes to services, inform local media of transport arrangements and update information on DET website
- notify EMD and STU of the situation
- keep an accurate log of all communication in relation to the event.

STU will:

- receive notification of the emergency and any relevant updates from the regional office
- provide support and assistance to EMD and region as required
- keep an accurate log of all communication in relation to the event.

3.3. Bus Services Affected Overnight or Before School

If the operation of a bus service is affected by an emergency occurring overnight or before school hours, the coordinating principal assumes responsibility for determining whether the bus service is cancelled or not. The decision is made based on, where possible, advice from the regional office, emergency services and local knowledge.

Schools should prioritise contacting the families of all affected students to avoid them waiting at stops where services have been cancelled.

The coordinating principal must contact the EMC as soon as possible to ensure they are aware of the situation and confirm bus route closures.

The EMC must update the DET bus route closure website and notify the DET Media Unit of cancellations or changes to services so the general public can be informed as early as possible.

4 Appendix A – Glossary

For the purpose of this document full titles are used initially and thereafter acronyms are used.

The emergency management roles and terminology referred to in this document are based on those used under the Australasian Inter-Service Incident Management System (AIIMS). In Australia, AIIMS is the nationally recognised system of incident management for the nation's fire and emergency service agencies.

Bus driver	A bus driver may be the bus operator or alternatively may be employed by the bus operator to drive the bus service.
Bus operator	A bus operator is contracted by PTV to operate a school bus service in the School Bus Program.
CEO	Catholic Education Office
CERO	Crisis and Emergency Response Officer (PTV)
Client school	A school whose students use school buses provided under the School Bus Program but the school does not manage the bus service (this is the responsibility of the coordinating school).
Client school principal	Principal of a client school.
Code Red Day	Code Red is the highest Fire Danger Rating in Victoria. Code Red Days are declared by the Bureau of Meteorology (BoM) and cover the entire BoM district.
Coordinating school	A school which is responsible for the management of the local bus network in the School Bus Program.
Coordinating principal	Principal of a coordinating school. The responsibilities of a coordinating principal are often delegated to a school bus coordinator.
DET	Department of Education & Training
DET region	DET have four regions in Victoria: <ul style="list-style-type: none"> • South Eastern Victoria Region (SEVR) • North Eastern Victoria Region (NEVR) • South Western Victoria Region (SWVR) • North Western Victoria Region (NWVR).
DEDJTR ERR	Department of Economic Development, Jobs, Transport, and Resources, Emergency Risk & Resilience
EMC	DET Emergency Management Coordinator (Regional)
EMD	DET Emergency Management Division
EMLO	DET Emergency Management Liaison Officer – the appointed DET representative to act as conduit between REMT and RIMT.

EMP	Emergency Management Plan – a plan developed by schools to address risks identified at the school. All schools where students access school bus services must address the student transport risks to students in their EMP.
Forecast emergency	Emergency events preceded by notifications from the State Control Centre or SES. These may include events such as Code Red Days, flooding or severe weather events.
High Risk Area	An area deemed at high risk of bushfire.
IC	Incident Controller (Regional)
ICC	Incident Control Centre
IMT	Incident Management Team (Regional)
ISV	Independent Schools Victoria
Senior Strategic Bus officer	Manages the school bus services on behalf of PTV (excluding specialist school buses and public transport services).
MECC	Municipal Emergency Coordination Centre
PTV	Public Transport Victoria - PTV provides school bus services in rural and regional areas subject to service provision and travel eligibility prescribed by DET (Refer to School Bus Program Policy and Procedures Section 2).
Rapid onset emergency	Emergency events that occur with very little or no warning.
Regional Director	Responsible for DET regions and has ultimate responsibility for all emergency management decisions relating to schools within their region.
REMT	Regional Emergency Management Team - the REMT comprises of regional representatives from all agencies including DET that have been identified as having an emergency management response or recovery role. The REMT assists a controller in formulating a response strategy and its execution by all agencies. It assists the Emergency Response Coordinator (Victorian Police) in determining resource acquisition needs and in ensuring a coordinated response to the emergency.
School Bus Program	A program operating government school bus services in rural and regional Victoria, administered by DET and PTV. Formerly known as the School Contract Bus Program.
SEMT	State Emergency Management Team
SSU	DET Security Services Unit
STFAB	DET Student Transport and Family Allowance Branch
STU	DET Student Transport Unit which operates within STFAB

5 Appendix B – Contact Details

	Phone	Secondary phone	Email address
DET Security Services Unit	(03) 9589 6266		ssu@edumail.vic.gov.au
DET Emergency Management Division and Bushfire At Risk Register	(03) 9651 3714	0408 143 405	emergency.management@edumail.vic.gov.au
DET Regional Offices			
NWV Region: Bruce Corrie – EMC	(03) 5440 3148	0407 045 063	corrie.bruce.a@edumail.vic.gov.au
NEV Region: Stuart Brain – EMC	(03) 8392 9579	0427 895 389	brain.stuart.a@edumail.vic.gov.au
SWV Region: Andrea Cox – EMC	(03) 5337 8429	0407 861 841	cox.andrea.aj@edumail.vic.gov.au
SEV Region: Kevin O'Rourke – EMC	(03) 8765 5761	0447 019 887	orourke.kevin.j@edumail.vic.gov.au
Peter Trevena – Bus Co-ordinator (Moe office)	(03) 5127 0400	0477 734 019	trevena.peter.a@edumail.vic.gov.au
PTV			
Primary contact PTV Incident Response (24 hr)	(03) 9027 4241		cero@ptv.vic.gov.au
Secondary contact Back up only – Kathryn Ng	(03) 9027 4793	0417 302 474	Kathryn.ng@ptv.vic.gov.au
DET Student Transport Unit	(03) 9637 2200		student.transport@edumail.vic.gov.au
Peter Nelson – Director	9637 4313	0407 545 139	nelson.peter.l@edumail.vic.gov.au

	Phone	Secondary phone	Email address
Catholic Education Office			
Melbourne Diocese: Harry Allard – Planning and Infrastructure, Emergency Management	(03) 9267 0404	0439 642 881	hallard@ceomelb.catholic.edu.au
Ballarat Diocese: Peter Kerwan – Executive officer, HR and ICON	(03) 5337 7123	0407 867 618	pkerwan@ceoballarat.catholic.edu.au
Sale Diocese: Marianne O'Rourke – Education Consultant	(03) 5622 6600	0407 033 739	morourke@ceosale.catholic.edu.au
Sandhurst Diocese: Kevin Lawlor – Assistant to Director, HR Legal and IR	(03) 5443 2377	0409 336 890	klawlor@ceosand.catholic.edu.au
Independent Schools Victoria			
Peter Roberts – Director School Services	(03) 9825 7211	0457 524 232	peter.roberts@is.vic.edu.au
Kieren Noonan – School Services Advisor	(03) 9825 7275	0447 264 597	kieren.noonan@is.vic.edu.au

5 Appendix C – Memorandum of Understanding

**Department of Education and Early Childhood Development
and
Public Transport Victoria
Memorandum of Understanding
School Contract Bus Program Emergency Management Framework**

The School Contract Bus Program is jointly administered by Public Transport Victoria (PTV) and the Department of Education and Early Childhood Development (DEECD). School contract bus services are provided to students attending schools in rural and regional areas subject to service provision and travel eligibility policies prescribed by the *Procedural Guidelines for School Contract Bus Services in Rural and Regional Victoria*.

These guidelines also detail the roles and responsibilities of PTV and DEECD in the management, coordination and operation of the Program.

SCOPE

This MoU is between DEECD and PTV and relates specifically to the school contract bus program and the contracted bus services used to transport students to and from government and non-government schools using contractors managed by PTV and coordinated by DEECD. In some instances, members of the general public and post-secondary students access these services.

This MOU does not apply to public transport buses or buses chartered directly by government and non-government schools to transport students to and from school.

This MoU is for the period from 1 July 2013 to 30 June 2016. It will be reviewed annually each July.

STRATEGIC PRINCIPLES

DEECD and PTV each have a duty of care to ensure the safety of all passengers and operators, and to proactively manage the risks associated with travelling to and from school on the contracted bus services.

This Memorandum of Understanding (MoU) has been developed by both departments using the following strategic principles:

1. An integrated and collaborative approach is required by all parties.
2. DEECD and PTV will manage their own staff resourcing arrangements (ie deployment, redundancy, back-up and surge) and training.
3. DEECD and PTV have established procedures to manage the school contract bus arrangements in an emergency, with roles and responsibilities clearly articulated. These are detailed in the Operational Guidelines – Student Transport Emergency Management.
4. Common pathways for communications will be established.
5. Data will be shared between both agencies.

SCHOOL CONTRACT BUS EMERGENCY MANAGEMENT – PRINCIPLES AND FUNCTIONS

INTENT

These principles have been developed to support DEECD and PTV emergency management planning. Specifically, to assist with decision making related to pre-emptive school closures and response to significant risks of varying scale and intensity (emergencies, incidents and related consequences) such as bushfires and floods that impact on school contract bus services.

Prior to and during an incident DEECD, the principals of bus coordinating schools, PTV, contracted bus operators and drivers will communicate and collaborate to ensure that all stakeholders are informed and the situation is managed effectively.

These principles need to be read in conjunction with the *Operational Guidelines Student Transport Emergency Management*.

ROLES AND RESPONSIBILITIES

DEECD*

- Ensure schools comply with the *Operational Guidelines Student Transport Emergency Management*.
- Communicate with contracted bus drivers to confirm cancelled bus services
- Plan for and manage rapid onset and other predicted emergencies in consultation with principals of bus coordinating schools
- Establish a DEECD Regional Incident Management Team (Regional IMT) in response to an incident or an emergency as required
- Provide an Emergency Management Liaison Officer (EMLO) at the State Control Centre (SCC) and, if required, at the Regional Incident Control Centre (Regional ICC), and representation to Regional Emergency Management Team (Regional EMT), in relation to student transport issues (including specialist, catholic and independent schools where appropriate).
- As part of their role the EMLO must clearly communicate decisions made by the established control agency regarding safety and resources in relation to reestablishment of bus routes and pass on any issues to DEECD/PTV.

* Specific roles for units within DEECD, including Student Transport Unit and Emergency Management Unit, along with government schools are defined in the *Operational Guidelines - Student Transport Emergency Management*

PTV

- Liaise with DEECD EMLOs in relation to contract school bus services
- Liaise with the Regional EMT, in relation to mainstream public transport services and public transport services specifically relating to the carriage of students.
- Provide support and advice via suitable communication means (i.e. telephone, video conferencing, email, etc.) to the DEECD Regional IMT.
- Communicate with Contracted Bus Operators to confirm cancelled bus services (back up procedures)
- Provide incident information to Security and Emergency Management Division of the Department of Transport, Planning and Local Infrastructure.
- Provide public transport services and determine whether these services will operate in the event of an emergency. Where public transport services are provided exclusively for the carriage of students, PTV will inform DEECD of cancellations where required.

DEECD/PTV JOINT RESPONSIBILITIES

Where contract school bus services are impacted, communication between DEECD and PTV must occur as soon as possible.

Where appropriate, DEECD and PTV will collaborate to run joint exercises and participate in training opportunities. DEECD and PTV will also seek to participate in capacity and capability development opportunities with emergency response agencies.

DEECD and PTV will establish a structure to manage school bus transportation in an emergency, with roles and responsibilities clearly articulated in the *Operational Guidelines Student Transport Emergency Management*.

All relevant data and maps for contract school buses, special school buses and public buses will be shared between DEECD/PTV and Contracted Bus Operators on a regular basis.



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Executive Director
Emergency Management Division



NORMAN GRAY
Director Network Operations
Public Transport Victoria

15/10/2013

